DEPARTMENT OF INFORMATION TECHNOLOGY
Maryland

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Policy and Standards for
Esri ArcGIS Online for Maryland

Prepared by the

Maryland Department of Information Technology

Geospatial Services Team

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Document Revisions

Version	Revision Date	Approved By
1.0 (Initial Release)	6/6/2019	Julia Fischer

About this Document

This document has been created by the Maryland Department of Information Technology (DoIT) Geospatial Services team to provide policy and guidance on standards and the use of ArcGIS Online for Maryland by State agencies. The document will be reviewed and updated as needed, based on changes to ArcGIS Online or internal workflows, and at a minimum on an annual basis.

What is ArcGIS Online for Maryland?

ArcGIS Online for Maryland is an online collection of apps, data, geographic knowledge, and maps relating to all aspects of Maryland State Government. It also offers access to web application development tools for quick deployment of interactive mapping applications, which are accessible on any device, desktop or mobile. It enables the connection of people, locations, and data using interactive maps. It also provides data-driven styles and intuitive analysis tools. It allows a user to share insights with the world or a specific group. ArcGIS Online can be used on its own or with other ArcGIS products. Use it in the field to collect data, navigate, coordinate and monitor projects using a variety of ArcGIS products.

How do I get to use ArcGIS Online?

Accounts for ArcGIS Online for Maryland are available to state employees of eligible Maryland state agencies or contractors doing work on behalf of those state agencies. Eligible users who need an account should fill out the form on the following webpage and submit it for approval https://imap.maryland.gov/Pages/arcgis-online-signup.aspx. After the Geospatial Services team receives your request, you will receive an email invitation directly from Esri to complete the registration process.

Please note, you must submit a State Employee as a supervisor when completing the account request form. Account requests with contractors listed as a supervisor will be rejected. One request must be submitted per account request. We will not accept Excel or CSV documents containing multiple user account submission requests.

User Accounts

New User Accounts

Upon receiving a request for a new user account, the DoIT GIO will create a new account that will provide a user with access to the ArcGIS Online for Maryland platform. By default, all users are assigned and have access to the following:

- Role: NoGeocodeUser - This provides a user with basic access to create webmaps, consume data from MD iMAP Services or other open ArcGIS Server endpoints, and geocode using the Maryland Composite Locator. Users with this role cannot geocode with the Esri World Locator.
- Credits: 25 - This amount of credits will allow a user to do a large number of functions within the platform. Please see the Credit Management section for more information on credit usage.
- Apps: The following groups of apps are available with all ArcGIS Online for Maryland accounts
  - Essential Apps Bundle:
    - Esri Story Maps
    - Web AppBuilder for ArcGIS
    - Operations Dashboard for ArcGIS
    - Configurable Apps
    - Map Viewer
    - Scene Viewer
  - Office Apps Bundle:
    - ArcGIS Maps for Office
    - ArcGIS Maps for SharePoint
  - Field Apps Bundle:
    - Collector for ArcGIS
    - Survey123 for ArcGIS
    - Workforce for ArcGIS

Account Management

In order to maintain efficiency within the ArcGIS Online for Maryland organization, users are managed based on the following standards:

- Accounts with content that are inactive for more than six (6) months are disabled and at the one (1) year mark, are deleted after the content is migrated to the Disabled User Account holding space.
- Accounts without content that are inactive for more than six (6) months are automatically deleted.
- Training accounts are deleted a week after the training, unless the trainee gets approval from his/her supervisor to request a permanent account.
- New users who do not respond to the invitation (never logged in) are deleted after three (3) months of the invite date.
- Usernames for agencies with Maryland.gov logins will have the following format: firstname.lastname@maryland.gov_maryland
- Usernames for agencies that are non-Maryland.gov users will have the following format: firstname.lastname
- Agency abbreviations will be appended to the last name. This is not to be modified by the end user.

Violations of Terms of Use

The DoIT GIO and Esri will no longer grant "headless" accounts to agencies. For example, if a project entails rotating shifts of 50 users to 10 vehicles, we cannot provide 10 accounts for 50 users, you must have 50 user accounts. All accounts must be assigned to a specific user.

All terms of use of ArcGIS Online can be found on [Esri's Legal website](#).

The DoIT GIO reserves the right to revoke any privileges or terminate any user account that has been found to violate the terms of use or deemed to use or access the platform inappropriately. All users of the platform are subject to the following State of Maryland Legal Notice:

Member Roles

Member Roles are used to define what capabilities a user account can perform or access.

Roles

The ArcGIS Online for Maryland organization uses the following roles:

- **Viewer** - Viewers consume the resources of the organization. They can use the organization's maps and apps to explore data and join groups to access content shared to the groups.
- **User** - Users can create maps, add items, share content, and create groups.
- **NoGeocodeUser** - User privileges, limited to use of the Maryland Composite Locator when geocoding.
- **Publisher** - Publishers have user privileges, plus the ability to publish their features and map tiles as hosted web layers. They can also perform analysis on layers in maps.
- **NoGeocodePublisher** - Publisher privileges, but limited to use of the Maryland Composite Locator when geocoding.
- **Administrator** - Administrators have publisher privileges, plus additional capabilities to manage the organization and other members. An organization must have at least one administrator.

Please note the Administrator role is only available for DoIT GIO staff. Other roles may be created at the discretion of the DoIT GIO to support projects.

When an ArcGIS Online account is created, the user is automatically assigned the role of NoGeocodeUser. To elevate the user privileges, a request must be sent to service.desk@maryland.gov along with a justification for the elevation of the privileges.

Credit Management

The ArcGIS Online for Maryland organization is allotted an overall number of credits for use during the active subscription period. Credits are a shared resource for all members of the organization and must be used and managed responsibly.

In order to maintain efficiency and to reduce over usage of credits with the organization, users are assigned a limited number of credits to start with, and can be increased based on a specific need. Most of what is done in ArcGIS Online does not require credits, for example, using Living Atlas basemaps and imagery, exporting data, and performing single address or place searches. All of the credit consuming analysis tools are now equipped with "show credit" option to provide credit usage estimates before the particular analysis is run.

Please review ArcGIS Online documentation for recommendations on how to reduce credit usage for specific analysis tasks

A comprehensive list of service credit estimates can be found at:
https://www.esri.com/en-us/arcgis/products/arcgis-online/pricing/credits and
https://doc.arcgis.com/en/arcgis-online/reference/credits.htm

Login Types

DoIT currently supports two methods of login for ArcGIS Online for Maryland, Enterprise Single Sign-On and ArcGIS Login.

Enterprise Login

The Enterprise Login is required for all Maryland.gov users. This login process provides access to the ArcGIS Online platform through the State's Single Sign-On provider, SecureAuth. Users will login via an existing maryland.gov account. This account is used by other Single Sign-On applications such as Google Suite, ServiceNow and Socrata.

Please note, the DoIT GIO cannot reset this password.

ArcGIS Login

The ArcGIS Login is required for all non-Maryland.gov users. This login requires a user to create their own password to be used with the assigned username.

Please note, agencies that have email addresses using mdot.maryland.gov, mcac.maryland.gov, or mta.maryland.gov are not considered maryland.gov users.

Security

Security and Privacy Compliance and Initiatives

Esri has completed security and privacy compliance initiatives for many of its products and services. ArcGIS Online has been granted several security certifications or is aligned with privacy initiatives, standards and regulations.

You can view all these certifications and compliance initiatives at the ArcGIS Trust Center.

Cloud Providers

The Esri ArcGIS Online platform utilizes cloud infrastructure (Amazon Web Services and Microsoft Azure) that are compliant with the following:
- ISO 27001
- FedRAMP
- SSAE16 SOC1 Type 2

Data

Esri provides documentation on best practices and guidance on using and working with several types of security requirements for sensitive data such as:

- CJIS: Law Enforcement
- HIPAA: Healthcare
- STIG: Defense
- FIPS 140-2: Cryptographic Modules
- PCI DSS: Payment Card Industry

Most of these types of data are used in conjunction with hybrid deployments or third party vendors and applications and are not considered fully secure to store in ArcGIS Online.

STORING PII, PHI, OR OTHER SENSITIVE DATA WITHIN THE ArcGIS ONLINE FOR MARYLAND PLATFORM IS NOT ALLOWED. DoIT IS NOT LIABLE FOR DATA UPLOADED BY INDIVIDUAL USERS.

Service Availability

The Esri ArcGIS Online is a cloud hosted service from Esri. Esri is responsible for the uptime of the platform. This uptime may be subject to the cloud infrastructure providers (Amazon Web Services and Microsoft Azure) that the platform operates on. The State of Maryland and Esri have a Service Level Agreement (SLA) in place for the ArcGIS Online platform.

If you are experiencing an issue with the ArcGIS Online for Maryland service, please visit the [ArcGIS Online Health Dashboard](#) first to determine if Esri is aware of the issue. If you do not see any reported service disruption or performance issues, please email service.desk@maryland.gov to report the issue. The DoIT GIO will report the issue to Esri.

Esri may also perform maintenance at its own discretion. This may cause disruptions in service. Esri will provide a notification to its users when that maintenance is scheduled to occur.

Bugs or Enhancements

If you believe you have found a bug within the system, meaning something is not operating as per the platform documentation, please email service.desk@maryland.gov to report the issue. The DoIT GIO will report the issue to Esri.

If you believe a capability is not present in the platform and it should be, please document the requested change and email it to service.desk@maryland.gov. The DoIT GIO will submit to Esri as an enhancement request.

Please note, if you have a bug or enhancement that has been filed and feel it needs to be escalated, please provide a detailed justification for escalation, number of affected users, and whether the issue is critical, causing system or application to stop functioning, without a work around. Even if a bug or enhancement is submitted for escalation, it does not guarantee that Esri will fix it in the current or future version of ArcGIS Online.

Product Updates

Updates to the Esri ArcGIS Online platform are generally performed on a quarterly basis. These updates may change the User Experience/User Interface (UX/UI) or functionality of existing web maps, web applications, tools, or other items within ArcGIS Online. We recommend users subscribe to Esri newsletters or visit the [Esri blog page](#) to receive notifications of when these changes will occur and what these changes will be.